



State of California
Department of Corrections and Rehabilitation
Human Resources
Office of Workforce Planning

Duty Statement

Rev. 3/10/2021

Incumbent:	Location: Near Downtown Sacramento
Section/Unit: Customer Support Unit - Front Counter	Classification: Office Technician - Typing
Position Number (s): 065-575-1139-XXX	Supervised By: Office Services Manager I

The California Department of Corrections and Rehabilitation and the California Correctional Health Care Services are committed to building an inclusive and culturally diverse workplace. We are determined to attract and hire more candidates from diverse communities and empower all employees from a variety of cultural backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts to increase representation at all levels of the Department.

Under close supervision of the Office Services Manager I, the incumbent will perform a variety of clerical duties, providing excellent customer service to a wide variety of people in a team environment, primarily serving at the Office of Workforce Planning (OWP) front counter and main reception area.

ESSENTIAL FUNCTIONS

- 30% Greets, screens, and interacts with customers at the OWP front counter in a professional, courteous, and prompt manner. Ensures the visitor sign-in policy is carried out. Independently answers telephone and in-person inquiries. Gathers and provides accurate information related to a variety of personnel matters and staff. Conducts business utilizing tact and discretion. Observes all applicable confidentiality requirements in the performance of duties. Accepts, date-stamps, and distributes incoming documents. Sets appointments for new employee processing and Official Personnel File (OPF) reviews. Utilizes a variety of computer systems, manuals, and documents as resources to carry out daily operations. Interacts with staff from a variety of disciplines.
- 20% Accurately processes new employees and contractors including: ensuring correct forms are completed, creating and issuing identification (ID) cards utilizing computer, camera, and card machine, capturing fingerprints utilizing digital-scanning equipment, providing contact information for assigned Benefits Officers and Personnel Specialists, requesting appropriate key-card access, ensuring appropriate dispensation of documents and initiating OPFs.
- 20% Cross-trains and assists in the OWP file room and mail room on a regular basis, including: preparing OPFs for file reviews, conducting OPF reviews, pulling OPFs for

Human Resources Division (HR) staff, documenting and tracking pulled OPFs, purging files, filing, maintaining custody and control of the file room, sorting and distributing mail, separating and distributing extensive reports/lists, researching and processing mis-directed mail, maintaining custody and control of the mail room.

- 15% Reviews, processes, and tracks requests for concealed weapon endorsements, rap-sheet notifications, subpoena documents, job-announcement postings, retirement certificates, OPFs, office equipment maintenance, supplies and forms. Documents and reports on tasks performed, keeps organized files and records.
- 10% Acts as back-up support staff to the Human Resources Division and OWP, enters data into various databases, updates charts, spreadsheets, and forms, photocopies and scans documents, provides phone/desk coverage in HR Executive Office.
- 5% Performs other duties as deemed necessary in support of HR and OWP.

Employee Signature: _____

Date:_____

Supervisor Signature: _____

Date:_____